

PATENT

Docket No. RSW920000026US1

**EXPEDITED PROCESSING -  
RESPONSE TO FINAL REJECTION**

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

**RECEIVED  
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INVENTORS:

Carl T. Anderson, Gregory F. Bush,  
Michael Faoro, Susan E. Kahler, Alberta Lee,  
Janet L. Leskovec, Susan E. Liles,  
Lynn Percival and Keith A. Wells

APPLICATION NO.

09/592,387

Confirmation No. 5014

FILED:

June 12, 2000

Examiner: T. Chuong

CASE NO.

RSW920000026US1

Group Art Unit: 2179

TITLE:

USER ASSISTANCE SYSTEM

**CERTIFICATE OF FACSIMILE TRANSMISSION**

I hereby certify that this correspondence, along with any paper indicated as being enclosed, are being facsimile transmitted to Art Unit 2179 to (703) 872-9306 on May 16, 2005.

May 16, 2005

Date

MAIL STOP AF

Commissioner for Patents

P.O. Box 1450

Alexandria, VA 22313-1450

**Petition for Extension of Time Under 37 CFR 1.136(a)**

Sir:

It is hereby requested that the term to respond to the Examiner's Action of November 16, 2004 be extended one additional month, from April 16, 2005 to May 16, 2005. A Petition and payment for extending the period for response for the initial two months, from February 16, 2005 to April 16, 2005 was filed by facsimile on April 15, 2005, with applicant's Reply to the final Office Action..

A Credit Card Payment Form authorizing the payment of the extension fee of \$570 (\$1,020 - \$450 (already paid) = \$570) is enclosed. The Commissioner is hereby authorized to charge any additional fees associated with this communication to Deposit Account No. 09-0461. A duplicate of this letter is attached.

Respectfully submitted,



Mark D. Simpson

(Registration No. 32,942)

SYNNESTVEDT &amp; LECHNER LLP

Suite 2600 Aramark Tower

1101 Market Street

Philadelphia, PA 19107

(215) 923-4466

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PATENT

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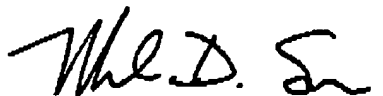
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